

## **REFUNDS**

### **General**

For all refunds customers will be required to provide:

1. Proof of purchase (receipt)
2. The original credit/debit card the payment was made with
3. Photo ID

No cash refunds will be given. If payment is made in cash and a refund is due it can be refunded to a payment card that is in the name of the person that made the original payment.

Refunds will be processed in the same way as the payment method. The table below outlines the payment method and refund process.

Payment Method	Refund Process
Online Payments	Refunded using the WPM Intranet Portal
Payment Made via the Sport Aston App	Refunded using the WPM Intranet Portal
Self-Serve Kiosk Payments	Refunded using the PDQ machine
Payment at the Desk	Refunded using the PDQ machine
Direct Debit	Refunded processed in Harlands portal

### **Membership Refunds**

If a refund for all or part of a membership is due it will be processed as outlined below.

Customers must request a refund in writing to [sportsenquiries@aston.ac.uk](mailto:sportsenquiries@aston.ac.uk). Requests for a refund will be approved/rejected in line with the Sport Aston Terms and Conditions.

1. Membership refunds, will require the appropriate staff/manager level approval. It will be approved subject to evidence that the customer did not access the Aston Sports facilities and it is in line with the membership cancellation Terms and Conditions.
2. The customer must present a receipt and the original credit/debit card the payment was made with before any refund can be made.
3. If a refund is agreed it will be communicated to the customer in writing along with how the refund will be processed.

### **Shop Sales Refunds**

In the event of goods being faulty the customer will be offered in the first instance a replacement. This should be agreed by the Senior Leisure Assistant on duty. If the customer wishes to have a refund the customer will need to present both the original payment card and the receipt. Once the right level of staff (duty managers), and satisfactory evidence has been seen in-keeping with the University Financial Regulations, an immediate refund can be processed.

### **Booking Refunds**

If a customer want's to cancel a booking this can be done in person at reception or over the phone. The booking will be cancelled and subject to the original slot being sold a free credit will be offered to the customer for another booking. If the booking is cancelled and the original booking slot remains unsold there will be no refund given.